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3 AUG 1965

MEMORANDUM FOR : Director of Personnel

SUBJECT : Annual Report - Benefits and Services Division

1. Attached are reports of the Division's operations during Fiscal Year 1965 and statements of plans for FY 1966-67.

2. These reports reflect a high peak of activity within all of our branches: Our Credit Union is always reaching all-time highs; retirement activity, casualty cases, medical claims, and many of the other responsibilities of the Benefits and Counseling Branch continue at a high level; insurance activity continues to grow by leaps and bounds because of new programs and increasing interest by employees in the various insurance coverages afforded; Incentive Awards Branch is pressed to fulfill the many demands placed on it; and Central Processing Branch continues to process travelers by the thousands.

3. The growth and heavy workload described by our branch chiefs in their individual reports come at a time when we are being asked more and more to economize. Because of this, BSD faces a time of crisis. We have already suffered manpower cuts in Central Processing Branch, Incentive Awards Branch, and Benefits and Counseling Branch, and feel that there is no real "fat" left in this Division. Hence, if reductions are made—and, as everyone else, we expect some—these can only be made by a cut-back or elimination of some of our programs and services. In any other time, we would use this annual report as justification for requesting the assignment of additional personnel in our Benefits and Counseling Branch and Insurance Branch. Also, because of the heavy workload we have already experienced on casualty planning and the increase that we now expect with the recent issuance of the regulation on this subject, we would normally request the assignment of an additional employee to assist us in fulfilling this relatively new responsibility. (The need for such help was presented in our 5-year planning paper.) Moreover, because of lack of personnel, the Employee Activity Association is at an almost stalemate. We feel the Agency is committed to providing a wide range of services to employees who have paid money for membership in the Association. Yet, without additional personnel, we cannot develop the sources of income that would make possible continuing current services or providing new services. Our annual report, then, records not only our pride in the wide range of responsibilities, programs, and services of this Division but also our concern that in the light of new Agency problems on money and people, we may not be able to continue to perform our duty at the same level of efficiency.

NO CHANGE IN CLASS. ☐

☐ DECLASSIFIED

CLASS. CHANGES TO

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4. It is not enough, however, for us to express this concern; we realize that we must also express as fervently our intent to look for every possible means of achieving those economies of manpower that will make it possible for us to continue the work of this Division with no additional personnel or, possibly, with fewer employees than we now have. In our search, we will press forward on the concept of reimbursable positions in the Insurance Branch. Through the establishment of the administrative allowance concept for the Association Benefit hospitalization plan, we have already taken a significant step forward; Agency employees now are paying for the cost of three employees working on this hospitalization plan. If we are successful in our current effort to secure an additional 1% administrative allowance, this will permit reimbursement to the Agency of one or possibly two more positions. Hopefully, you will allow us to use the ceiling thus freed to hire additional personnel for the Insurance Branch so that it can continue to operate at the same level of efficiency. Further means will be explored for ways to make the Employee Activity Association a more profitable venture. In looking for other ways to economize, it may be necessary to consider a realignment of certain functions within the Division, e. g., all claims placed in one unit, in an effort to find additional manpower for the Benefits and Counseling Branch. These and other possibilities will be fully explored.

5. The Benefits and Services concept—a centralized service to all Agency employees in a field of many employee services, benefits, and activities—has been in existence for more than 12 years and the Agency has come to rely on the many services offered centrally by this Division. We trust that it may be possible to absorb reductions in manpower and money without seriously jeopardizing the Division's programs and services.



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Chief, Benefits and Services Division

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